


	<div> Weekly Report</div>	Week Ending									
		1/16/2021	1/9/2021	1/2/2021	Dec	Nov	Oct	Sept	August	July	Overall Total
Index	# Indexes assigned (all metrics based on the workload assigned for the week)	7,609	6,513	5,341	23,507	15,654	8,963	4,925	5,409	2,316	76,050
	# Indexes Complete	5,656	5,073	4,191	18,516	12,511	7,847	4,380	4,513	1,598	61,154
	% Indexes Complete	74.3%	77.9%	78.5%	78.8%	79.9%	87.5%	88.9%	83.4%	69.0%	80.4%
	# Indexes unreachable (Max Attempts)	1,905	1,392	1,093	4,749	2,947	982	494	809	651	13,973
	% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	25.0%	21.4%	20.5%	20.2%	18.8%	11.0%	10.0%	15.0%	28.1%	18.4%
	# Indexes Attempted calls (all completions + at least 1 attempt)	7,609	6,513	5,341	23,507	15,647	8,963	4,925	5,407	2,312	76,030
	Average time from Index Received to Index Reached	0.10:23:04	0.06:52:12	0.04:51:56	0.08:10:09	0.17:52:40	0.09:09:07	0.08:26:12	0.09:18:10	0.11:49:53	0.11:36:36
	Average Index Handle Time	0.00:09:40	0.00:09:52	0.00:10:27	0.00:09:50	0.00:09:05	0.00:10:21	0.00:11:23	0.00:10:48	0.00:10:52	0.00:09:52
	% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	65.4%	71.8%	73.8%	71.2%	56.6%	81.0%	83.2%	78.4%	62.6%	71.5%
	% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	100.0%	100.0%	100.0%	99.9%	70.0%	98.9%	99.5%	99.6%	99.9%	96.4%
Contacts	# contacts generated	9,252	8,004	7,698	35,423	29,780	20,718	12,680	9,540	3,326	131,059
	# contacts generated per Index Complete	1.6	1.6	1.8	1.9	2.4	2.6	2.9	2.1	2.1	2.1
	# contacts complete	7,419	6,601	6,405	28,903	21,838	16,801	11,101	8,007	2,129	104,914
	% contacts complete	80.2%	82.5%	83.2%	81.6%	73.3%	81.1%	87.5%	83.9%	64.0%	80.1%
	# contacts unreachable (Max Attempts + missing phone numbers)	1,814	1,328	1,221	6,057	7,250	3,740	1,383	1,369	1,118	24,394
	% contacts unreachable (Max Attempts + missing phone numbers)	19.6%	16.6%	15.9%	17.1%	24.3%	18.1%	10.9%	14.4%	33.6%	18.6%
	# contacts attempted calls (all completions + at least 1 attempt)	9,252	8,004	7,698	35,421	29,718	20,718	12,666	9,538	3,326	131,042
	Average Time from Contact Generated to Contact Reached	0.07:10:59	0.05:30:09	0.04:16:15	0.07:21:39	0.15:19:57	0.14:23:17	0.08:27:03	0.05:44:36	0.16:45:28	0.11:21:47
	Average Contact Handle Time	0.00:09:36	0.00:09:44	0.00:10:00	0.00:09:41	0.00:09:07	0.00:09:29	0.00:10:14	0.00:10:11	0.00:09:44	0.00:09:34
	% contact completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	72.7%	78.1%	79.7%	66.4%	52.8%	74.2%	83.1%	78.6%	61.6%	71.9%
	% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)	100.0%	99.9%	99.7%	99.7%	75.0%	98.1%	99.1%	99.8%	99.8%	96.8%
	Average Time from receipt of initial case name to full completion of all related contacts	0.22:18:17	0.14:39:17	0.12:15:24	0.22:31:54	1.20:58:11	1.17:05:29	1.08:18:47	0.22:59:50	1.12:01:09	1.10:39:23